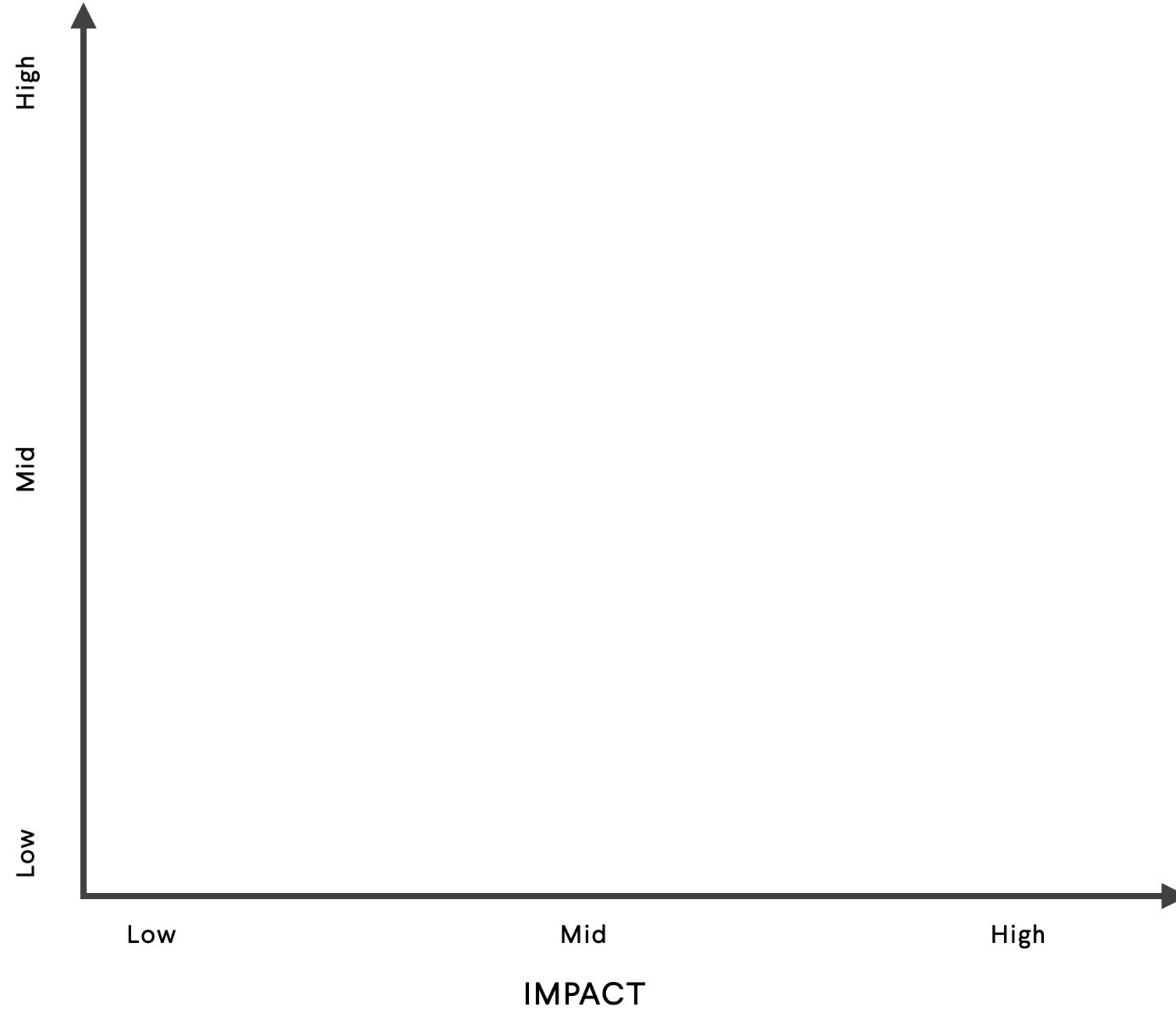


FREQUENCY



### FREQUENCY SCALE

High: happens most of the time

Mid: happens sometimes

Low: rarely happens

### IMPACT SCALE

High: Affects the overall  
experience a lot

Mid: Affects the overall  
experience to some extent

Low: Affects the overall  
experience to a limited extent